



MONTANA TWENTY-FIRST JUDICIAL DISTRICT
Ravalli County

JAMES A. HAYNES
District Court Judge
Department #2, Courtroom #2
205 Bedford - Suite B
Hamilton MT 59840

Phone: (406) 375-6780
Fax: (406) 375-6785

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MEMORANDUM

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FROM: Hon. James A. Haynes
Hon. Jeffrey H. Langton

RE: Satisfaction Survey - Child Support Calculation

Along with the child support calculation packet you are completing, is the attached satisfaction survey required by the Montana Supreme Court. Please return the completed survey to the Clerk of District Court at the time you turn in the child support packet.

21st District Child Support Calculation Customer Satisfaction Survey

Thank you for using the Twenty-First Judicial District Child Support Calculation Service. Please help us make this service even better by answering a few questions.

* Overall, how did you feel about the service you received?

☐ very satisfied

☐ satisfied

☐ unsatisfied

☐ very unsatisfied

After each statement, please check the box that comes closest to how you feel about the service you received.

* The information I received helped me understand my situation better.

☐ strongly agree

☐ agree

☐ disagree

☐ strongly disagree

* I know what I need to do next.

☐ strongly agree

☐ agree

☐ disagree

☐ strongly disagree

* The staff seemed knowledgeable.

☐ strongly agree

☐ agree

☐ disagree

☐ strongly disagree

* The staff listened to what I had to say.

☐ strongly agree

☐ agree

☐ disagree

☐ strongly disagree

* The staff explained things to me clearly.

☐ strongly agree

☐ agree

☐ disagree

☐ strongly disagree

* The staff treated me with respect.

☐ strongly agree

☐ agree

☐ disagree

☐ strongly disagree

* I would recommend the Twenty-First Judicial District Child Support Calculation Service to a friend with a family law matter involving child support.

☐ strongly agree

☐ agree

☐ disagree

☐ strongly disagree

21st District Child Support Calculation Customer Satisfaction Survey

* Are you planning on representing yourself in this matter?

☐ Yes

☐ No

* If yes, why are you planning on representing yourself in this matter?

☐ My case is not complicated enough to need a lawyer.

☐ I cannot afford a lawyer.

☐ I can afford a lawyer but don't want to spend the money for a lawyer.

☐ I couldn't get help anywhere else.

☐ A lawyer would slow the case down too much.

☐ I don't trust lawyers.

Other (please specify)

* If the Twenty-First Judicial District Child Support Calculation Service was not here, where would you have gone for help?

☐ A private lawyer

☐ Legal services

☐ A friend or family member

☐ Not sure/don't know

Other (please specify)

Would you be willing to have a staff member or volunteer of the Child Support Calculation Service contact you later to see how your legal issue was resolved?

☐ Yes

☐ No

21st District Child Support Calculation Customer Satisfaction Survey

If yes, what is the best way to contact you? Please check all that apply.

My email address is:

My phone number is:

My address is:

City/Town:

State/Province:

ZIP/Postal Code:

Please tell us if there are other services you would have found helpful.

Please share any other comments or suggestions you have about the Twenty-First Judicial District Child Support Calculation Service.